Patient Financial Experience
Self-Assessment Questionnaire

How would you describe your Channel Engagement capabilities?
- **Single Channel** (only one option)
- **Multi-Channel** (Multiple options, but not coordinated/integrated)
- **Omni-Channel** (Multiple options all in sync and real-time)

Are the tools and processes involved in your Patient Financial Experience truly **Usable**, or are they merely **Functional**?

Are your patients able to **Self-Service** their way through their financial journey?

Are your patients aware of all the **payment options available** to them, and are they taking advantage of them?

Does your Patient Financial Experience incorporate a robust **mobile environment**?

Have you **mapped out your Patient Financial Experience**, and are you happy with what that journey looks like?

If you are missing some smiley faces, your Patient Financial Experience may need a tune-up. **Contact us for a free consultative evaluation.**

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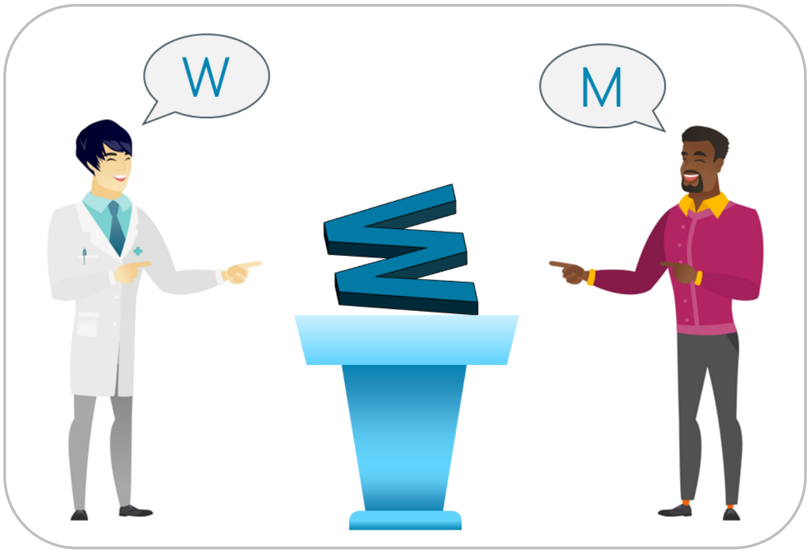
Patient Financial Experience

What does their journey look like?

The Patient Financial Experience encompasses everything from initial cost estimation and financial planning pre-service, to billing and payment plan management post-service.



With all the people, processes, and technology involved in the Patient Financial Experience, it can be hard to step back and look at our systems and processes from the patient's perspective. But when you do, you'll often find their experiences are **very different** then what you intended.

Because of that, many institutions today provide Patient Financial Experiences somewhere on the spectrum between underperforming and functional.

Working towards an omni-channel ecosystem will get you to an engaging solution that your patients can self-service their way through their financial experiences.

If you would like some help charting a course forward, **contact us for a free consultative evaluation.**

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